

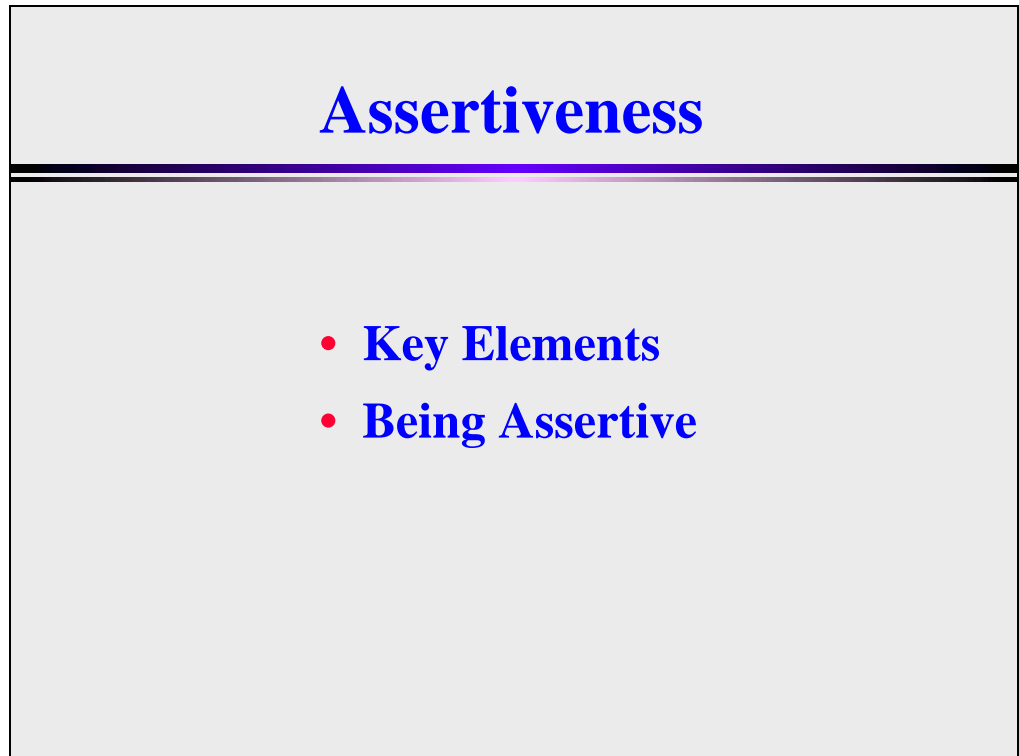


## Assertiveness

**A**ssertiveness is the ability to state and maintain a position that may be counter to the position of others, until convinced by the facts. An assertive person isn't swayed by the position or personality of another person.

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Road Map



Key Elements

STATE: Assertiveness can only be effective when people:

- Have and express their own ideas and feelings.
- Are listened to and taken seriously.
- Are treated with respect.
- Ask for information from others.
- Are allowed to make mistakes.

ASK: What are some examples of situations when you need to be assertive?

- When you think you've been given an improper helm command.
  - When you think someone is acting in an improper way.
  - When you have an idea that will improve the unit or avoid an error.
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Being Assertive

ASK: What's the difference between assertiveness and insubordination?

Possible Answer: An assertive person presents ideas in a respectful and productive way, while an insubordinate person is aggressive and disrespectful.

STATE: Assertive people recognize boundaries between their ideas and those of others. They feel empowered to speak up and do it with respect.

STATE: Actions that indicate assertive behavior include:

- Ask task-related questions.
- Suggest alternative solutions/courses of action.
- State opinions of decisions/procedures that have been suggested.
- Avoid letting rank differences threaten mission safety/performance.
- Maintain their position when challenged, until convinced by facts.
- Confront ambiguities and conflicts,
- Ask for assistance when overloaded or having difficulty with a task.

STATE: Three specific situations when it's appropriate to speak up are:

- When you're unsure of the event or evolution you're participating in.
  - When you clearly believe you have a solution to a problem or an improvement suggestion for a situation.
  - When you believe that you or the unit is in danger.
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